



DWIHN Contacts for Behavioral Health Crisis

Adults only: Community Outreach for Psychiatric Emergency

(COPE)(844)296-COPE or (734)721-0200

If you are inquiring about a member that has already been screened or other concerns, please call the numbers listed above and ask for an onsite supervisor. If your matter remains unresolved, please use the chain of command below:

Area of Responsibility	COPE staff/Title	Contact information
First line of supervision to resolve inquiries regarding members.	Onsite Supervisor	(844)296-COPE (734)721-0200
COPE Program Coordinators	Jewel Cannon, <i>Day time Program Coordinator</i> Jon Williams, <i>Evening Program Coordinator</i> Melynda Green, <i>Midnight Program Coordinator</i> Jennifer Lewis, <i>Weekend Program Coordinator</i> Tammie Rusch-D'Aguanno, <i>program coordinator</i>	jcannon@hegirahealth.org jonwilliams@hegirahealth.org megreen@nso-mi.org jlewis@hegirahealth.org trusch-daguanno@hegirahealth.org
COPE Program Lead Clinical and Operations Manager	Leniya Leonard	lleonard@hegirahealth.org
Troubleshooting cases whereas assistance was requested	Jody Drewry	jdrewry@hegirahealth.org
Administration	Jody Drewry, Director of Crisis Services	Jdrewry@hegirahealth.org
Crisis Residential Placements	Keisha Grundy, Program Coordinator Mahal Stevens, therapist, nursing on-site 9a-9p seven days a week.	crnursing@hegirahealth.org to make a referral
Area of responsibility	Access Center	Contact information
Inquiries for members' outpatient provider to coordinate services at discharge Eligibility screening enrollment Dispatch for children/youth PARscreeners	DWIHN Access Call Center (Formerly "Wellplace")	(800)241-4949



DWIHN Contacts		
Area of Responsibility	DWIHN/COPE Staff	Contact Information
<p>Call re: authorizing members from other counties or from out-of-state, concerns with members in the ED for longer than 23 hours after disposition, issues with bed placement, processing of placements.</p> <p>For community outreach inquiries</p> <p>For community law enforcement inquiries</p>	<p>Wynee Cooper, Hospital Liaison (all children cases)</p> <p>Felicia Wynn, Hospital Liaison</p> <p>Elektra Campbell, Hospital Liaison</p> <p>Kevin Giles, Mobile Outreach Clinician</p> <p>Sojourner Jones, Community Law Enforcement Liaison</p>	<p>(313)405-3222 wcooper@dwmha.com</p> <p>(313)693-3289 fwynn1@dwihn.org</p> <p>(313)500-0409 ecampbell@dwihn.org</p> <p>(313)580-3402 Kgiles@dwihn.org</p> <p>(313)585-4775 Sjones1@dwihn.org</p>
Monitors the state hospital admission process, discharge, and NGRI processes	Heather Fry	hfry01@dwihn.org
Oversight of Crisis Services	Daniel West	(734)419-3159, dwest1@dwihn.org
Oversight of access services	Jacquelyn Davis, Clinical Officer	Jdavis2@dwihn.org
Oversight of COPE contract	Jacqueline Frazier	jfrazier@dwihn.org
Member concerns (members, guardians, and/or families)	Customer Services Department	(313)833-3232
Member rights	Office of Recipient Rights	(888)339-5595
Member appeals and grievances, mediation, second opinion policy, disenrollment	Dorian Johnson	djohnson@dwihn.org
Complex Case Management (CCM)/integrated health inquiries re: MI Healthlink members who has been authorized for inpatient	Ashley Bond	Abond1@dwihn.org



DWIHN Contacts		
Area of Responsibility	DWIHN Staff	Contact information
Provider/utilization management appeals 2 nd and 3 rd level appeals	Tasha Bridges	appeals@dwihn.org
Utilization management-continued stay reviews	Utilization Management	(313)3444-9035
Utilization management-SUD re-authorizations	Tasha Bridges	appeals@dwihn.org
Residential placement	DWIHN residential unit	(313)989-9513, residentialreferral@dwihn.org
Residential service inquiries	Kathryn Mancani	kmancani@dwihn.org